



FOIAonline Monthly Status Report and Performance Statistics

July, 2018

Report Date: August 15, 2018

Contractor: Cherokee Nation System
Solutions (CNSS)

EPA Task Order: 68HE0H18F1497

EPA Project Officer: Sandra Rivera

FOIAonline Senior Policy Advisor: Tim Crawford



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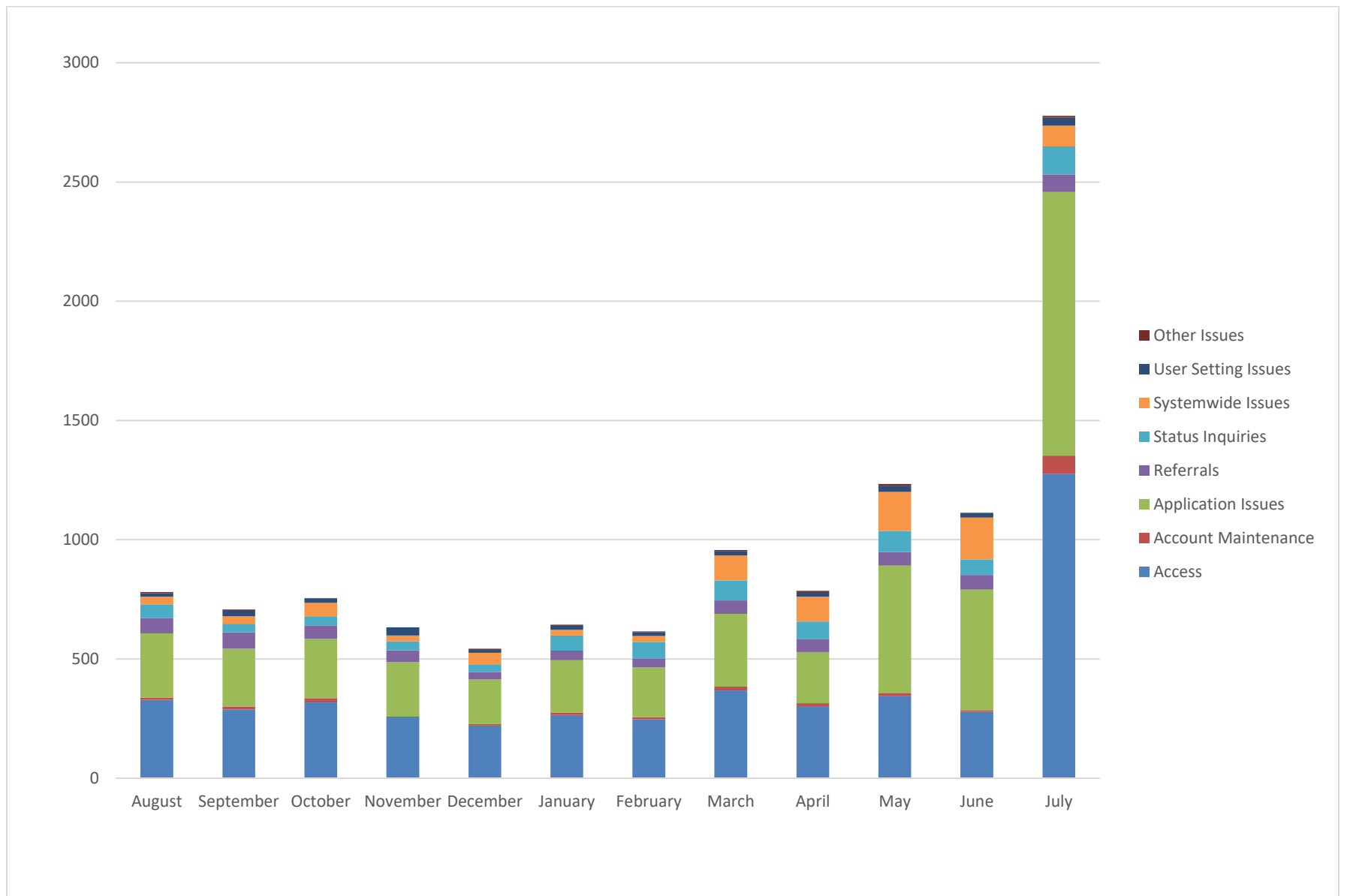
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Performance Metrics

Performance Area	August	September	October	November	December	January	February	March	April	May	June	July
Number of Calls Received	601	511	589	478	380	590	569	768	610	682	751	2194
Number of Emails Received	218	226	219	193	163	107	104	189	248	415	362	1052
Number of Incidents	781	708	756	638	543	644	616	2778	786	1234	1113	2778
Number of Incidents Escalated	61	65	64	59	45	44	40	62	23	66	52	322
Number of calls abandoned	1	0	3	1	1	2	4	4	2	0	0	11
Abandon Rate	0.16%	0%	0.50%	0.20%	0.20%	0.33%	0.70%	0.52%	0.33%	0.0%	0.0%	0.50%
Percentage of calls answered <60 second (Target 85%)	95.08%	95.30%	94.39%	95.60%	95.96%	92.37%	91.36%	95.44%	99.67%	98.50%	97.59%	85.82%
Average time to answer	00:12	00:14	00:22	00:13	00:16	00:25	00:22	00:14	00:14	00:10	00:09	00:36

Issue Types

Issue Categories	August	September	October	November	December	January	February	March	April	May	June	July
Access	329	288	318	255	221	265	247	368	299	346	278	1277
Account Maintenance	9	11	18	3	6	9	9	16	16	12	7	76
Application Issues	270	244	249	229	187	221	209	305	214	534	506	1105
Referrals	63	69	56	49	30	40	36	57	55	57	61	74
Status Inquiries	56	36	38	38	34	63	69	83	73	88	66	118
Systemwide Issues	35	31	56	25	48	25	26	105	105	164	175	86
User Setting Issues	14	27	19	34	15	19	17	19	19	24	18	35
Other Issues	5	2	2	5	2	2	3	4	5	9	2	7
Total Issues	781	708	756	638	543	644	616	957	786	1234	1113	2778



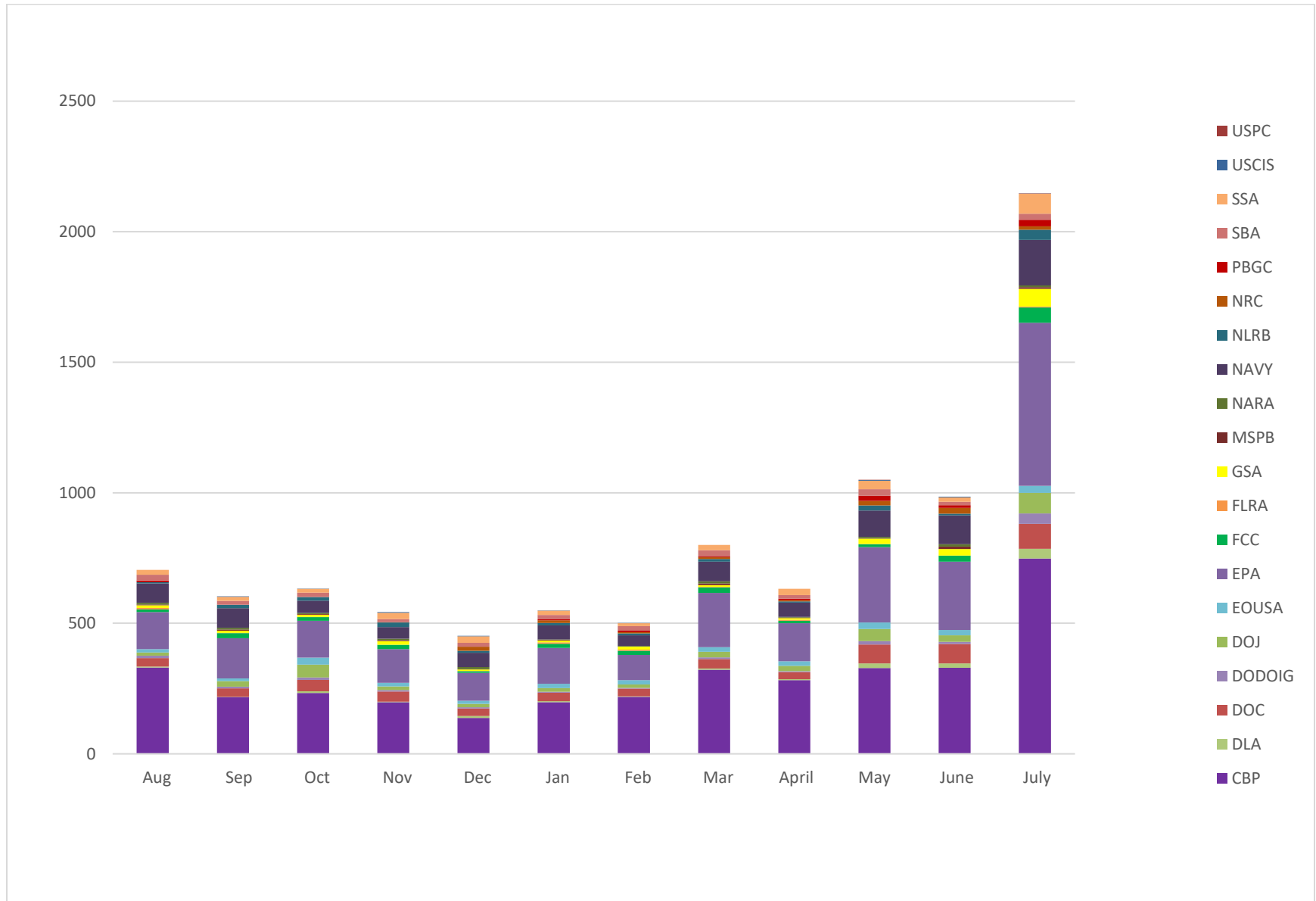
Agency/Public Issues

Agency issues: 1558

Public issues: 1220

Issues by Agency

Agency	August	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July
CBP	331	217	233	198	138	198	218	322	282	329	330	748
DLA	3	1	7	2	7	4	2	5	4	17	16	37
DOC	33	33	43	39	29	32	30	36	27	73	75	96
DODOIG	9	6	10	5	4	4	3	7	4	13	8	40
DOJ	12	22	49	14	13	14	13	21	20	46	25	79
EOUSA	13	10	27	14	12	16	16	18	18	25	20	27
EPA	142	154	141	129	107	138	97	207	145	289	262	624
FCC	10	19	14	17	7	16	16	22	10	11	23	59
FLRA	6	1	1	0	1	5	4	2	3	1	0	3
GSA	10	9	8	14	5	7	11	6	7	20	25	68
MSPB	3	4	3	3	1	2	0	7	2	1	10	7
NARA	6	7	3	6	8	2	3	8	3	6	9	6
NAVY	75	75	48	45	55	54	41	75	54	101	110	175
NLRB	4	13	14	17	8	9	7	10	5	19	7	39
NRC				1	15	11	5	7	5	18	22	13
PBGC	7	0	0	0	0	3	6	3	5	20	10	25
SBA	22	15	16	12	15	17	17	24	14	25	13	23
SSA	19	16	15	24	25	17	11	20	24	32	17	77
USCIS	0	1	1	3	2	1	1	0	0	3	3	1
USPC										1	0	1
Unknown	76	105	123	95	91	94	115	157	154	184	128	630
Total Issues	781	708	756	638	543	644	616	957	786	1234	1113	2778



Top 10 Questions – July

Account Locked/Frozen/Forgot Password
Inquiry into status of FOIA Request/ migration
Access errors when opening cases
Duplicate accounts
Inability to enter Admin Costs
Cases remaining on agency dashboard or disappearing from public dashboard
Inability to access Restricted Materials section
Updating user access to allow permission for cases
Public users verifying submission of request
Agency request for reports due to insufficiency in Advanced Search

Activities

Communicated regarding the new release date and any issues with the new FOIA 3.0 release.

Information

In the month of July, the Helpdesk had 3386 open FOIA incidents. Of those, 2466 were resolved at the Tier 1 level (CNSS), 733 were escalated (CGI), where 187 non- escalated tickets were unresolved. Of the 733 escalated tickets, 295 of the tickets were resolved by CGI where 438 tickets were unresolved as of July 31st.

Total Opened In July	3386
Total Resolved In July	2778
Tier One Resolved Tickets	2466
Unresolved Non Escalations	187
Total Resolved/Opened in July	2761
Total Resolved/Opened before July	17
Total Escalated Tickets	733
Total Resolved Escalations	295
Unresolved Escalations Created in July	438